

## Instructions for Terminal Services

**Prior to using Terminal Services, you must have a valid account with AzNet's VPN (Aventail)**


Login using the VPN client before initiating a Remote Desktop Connection  
VPN Issues? Call the AzNet Service Desk @ 602-364-4444

Do you already have the RDP client?

On your computer go to:

- Start→Programs→Accessories→Communications→Remote Desktop Connection
- If you do **not** see it download the RDP client from the link below
  - <http://www.microsoft.com/windowsxp/pro/downloads/rdclientdl.asp>
  - Look for the download on the left
  - Download and install.
- Once this is installed go to:
  - Start→Programs→Accessories→Communications→Remote Desktop Connection

(The window below will pop up)

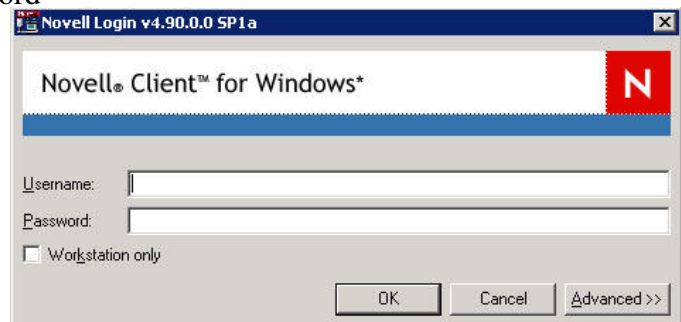
- Type: **tsremote.azdoa.gov**
  - Click to “Connect”
-  If you are using a Dial-up  
Please see the **NOTES:**  
below before you connect.



Enter Your Work UserID and Password

Click “OK”

 **NOT** VPN (Aventail) credentials



A window will pop up.  
Your Name will already be filled out.

Put in the password that you received  
from the remote access administrator.

Check the Box

(This is important!)

Click on the “OK” button.



The screenshot shows the 'Windows Workstation' login dialog box. It has a title bar with the text 'Windows Workstation'. Inside, there are three input fields: 'Name:' with the text 'YOUR USER ID', 'From:' with the text 'TSWIN2K3', and 'Password:' with a masked password of ten dots. Below these fields is a checkbox labeled 'Change your Windows password to match your NetWare password after a successful login.' which is checked. At the bottom are three buttons: 'OK', 'Cancel', and 'Help'. Arrows from the text blocks point to the 'Name' field, the 'Password' field, and the checkbox.

Once you have logged in successfully, the password that you were given by the remote access administrator is no longer valid. You will never see this box again until your password changes.

**Each time you reset/change your Novell password at work you will have to sync your password on the Terminal Server.** This takes place for security reasons. Please see “SCENARIO:” below.

#### NOTES:

If you have a personal firewall at home (ZoneAlarm/Mcafee/Norton...), you may have to configure the remote desktop connection to pass through. See your manufacturer’s documentation.

If you are using a **dial-up connection** you can speed up the connection by clicking on the “Options” button, click on the “Experience” tab and match the setting from the picture below.



The screenshot shows the 'Remote Desktop Connection' dialog box with the 'Experience' tab selected. The 'Performance' section has a question mark icon and the text 'Choose your connection speed to optimize performance.' Below this is a dropdown menu showing 'Modem (28.8 Kbps)'. Under the heading 'Allow the following:', there are five checkboxes: 'Desktop background' (unchecked), 'Show contents of window while dragging' (unchecked), 'Menu and window animation' (unchecked), 'Themes' (unchecked), and 'Bitmap caching' (checked).

## SCENARIO:

- 1) You have been using the terminal server for a little while now. Your computer at work prompts you to change your password, so you do. The next day is a telecommuting day, you try to login with you new password and you see the picture below:

Your Name will be filled in, but the password field is blank.

You must **check the box** and put your **old password** in.

The TS does not know what you changed your password at work to.



**---This will always happen every time your password changes. ---**

- 2) If you forget your password at Work and have the service desk issue a temporary password, you will have to contact the Terminal Server administrator as well. Then follow the same steps from above.

### Contacts:

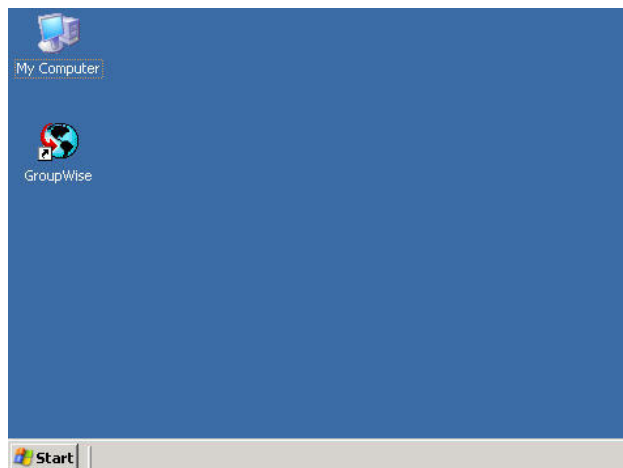
VPN (Aventail) 602-364-4444 listen for VPN

Help Desk: 602-364-4444 opt. 3, 1 ask for ADOA Novell accounts

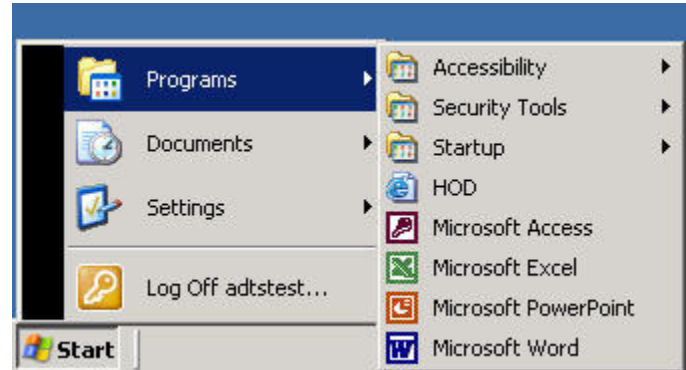
Terminal Services: 602-364-4444 opt. 3, 1 ask for terminal services

### ONCE INSTALLED:

- Your desktop should look similar to this:



Use the “Start” button to get to your applications:



You may receive the following message: “This operation has been cancelled due to restrictions in effect on this computer. Please contact your system administrator. Click “OK”, this can be ignored it is just to let you know that nothing is stored locally on the server.

To exit, click on the Start button then “Log off XXXXXX (User ID)”

To enter again, click “Start→Programs→Accessories→Communications→Remote Desktop Connection”. You may want to create a shortcut to this on your computers desktop.